

## **SENIOR TRANSPORTATION REPRESENTATIVE**

### **DISTINGUISHING FEATURES**

The fundamental reason the Senior Transportation Representative exists is to counsel, assist, and provide transportation services to the public. The Senior Transportation Representative is distinguished from the Transportation Representative by additional years of experience, specific training, complexity of work and use of judgment. This classification is not supervisory. Work is performed under general supervision of the Transit Manager.

### **ESSENTIAL FUNCTIONS**

Serves as key liaison for transportation to the general public, other social and governmental agencies, media, City Council and city staff.

Listens, questions and counsels residents on transportation needs and suggests, educates and facilitates access to transportation options available.

Assists customers in person and on the telephone with transportation inquiries.

Calculates fares, processes payments owed by the City, and authorizes payments invoices.

Receives, clarifies and verifies voucher requests; issues vouchers.

Monitors usage patterns of transportation programs

Monitors programs for abuse-prone situations and creates preventive actions; prepares investigative material and coordinates investigations with proper authorities.

Delivers presentations to diverse groups of people to promote the transportation program.

Seeks out innovative ways to streamline and improve processes; recommends changes to policies and prepares written policy statements.

Explains, verbally and in writing, technical information concerning City ordinances, policies and procedures.

Performs a wide variety of complex, responsible, and confidential administrative duties. Conducts surveys; collect information on operational and administrative problems; prepare comprehensive reports or manuals; assist in the preparation of quarterly and annual reports.

Establishes and maintains effective working relationships with citizens, co-workers, and other transit agencies.

Coordinates customer service programs through Accounts Payable, Libraries and Citizen Services and other departments for programs such as the Bus Pass Sales and Employee Pass programs.

Performs other duties as required.

## **MINIMUM QUALIFICATIONS**

### **Knowledge, Skills, and Abilities**

Knowledge of:  
MS Office computer software products.  
Standard office equipment operation

Ability to:  
Work independently.  
Maintain confidentiality.  
Determine priorities, handle multiple tasks and assists managers in developing work programs.  
Remain calm in a fast paced environment.  
Listen and communicate effectively and courteously with the public, both verbally and in writing, often under stressful circumstances.  
Perceive and interpret customer needs and translate them into effective solutions and operational policy.  
Establish and maintain effective working relationships with other City employees, supervisors, and the general public – including referral sources and community services programs.  
Operate a variety of standard office equipment including a personal computer and repetitive arm or hand and eye movement.  
Maintain regular consistent attendance and punctuality.  
Make arithmetic calculations on a calculator.  
Follow complex oral and written instructions.  
Speak in front of large and small groups.

### **Education & Experience**

Any combination of education, training and experience equivalent to three years experience in customer service plus working with seniors and or disabled customers or transportation operating experience. Bachelor's degree may substitute for up to one year of experience. Training in at least two of the following areas: customer service, advance MS Office software, public speaking or business writing.

FLSA Status: Non-exempt

HR Ordinance Status: Classified